

# QUALIFICATIONS AND DUTIES

## TELEHEALTH SERVICES

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## **TELEHEALTH REGISTERED NURSE**

### **QUALIFICATIONS:**

- **Citizenship.** Citizen of the United States. (Noncitizens may be appointed when it is not possible to recruit qualified citizens in accordance with chapter 3, section A, paragraph 3g, of VA Handbook 5005/27 (Staffing), dated March 17, 2009 (Attachment No. 1))
  - **Graduation from School of Nursing**
    - Graduate of a school of professional nursing approved by the appropriate State agency, and accredited by one of the following accrediting bodies at the time the program was completed by the applicant. [**NOTE:** *See exception in subparagraph (b) below for candidates who are enrolled in a MSN Bridge Program.*]
    - 1. The National League for Nursing Accrediting Commission (NLNAC), an accrediting arm of the National League for Nursing located at 61 Broadway, 33<sup>rd</sup> Floor, New York, New York 10006 or call (800) 669-1656 extension 153. The NLNAC accredits all levels of nursing programs. Additional information may be obtained from the [NLNAC web site](#); **or**
    - 2. The Commission on Collegiate Nursing Education (CCNE), an accrediting arm of the American Association of Colleges of Nursing (AACN). The CCNE accredits bachelors and masters degree programs, and is located at One Dupont Circle N.W., Suite 530, Washington, DC 20036 or call (202) 463-6930. Additional information may be obtained from the [CCNE web site](#).
- (b) The completion of coursework equivalent to a nursing degree in a MSN Bridge Program that qualifies for professional nursing registration constitutes the completion of an approved course of study of professional nursing. In these programs, students are given a certificate of professional nursing to sit for the NCLEX and should submit this certification to VA prior to appointment. Students do not earn a BSN, but receive a MSN degree upon completion of course work. A copy of the MSN transcript must be provided to VA. Bridge programs that confer a master's degree also fully meet the education requirement, even though a Bachelor's Degree is not awarded.
- (c) In cases of graduates of foreign schools of professional nursing, possession of current, full, active and unrestricted registration will meet the requirement of graduation from an approved school of professional nursing.

**NOTE:** *Most individuals admitted as permanent residents or adjusting to permanent resident status as registered nurses on or after December 14, 1998, for the purpose of working as a registered nurse, must meet the certification requirements in Section 343 of the Illegal Immigration Reform and Immigrant Responsibility Act (Pub. L. 104-208, September 30, 1996). This certification involves a review of the alien's education, training, license(s), and experience, verification that the alien possess an acceptable level of competence in written*

*and oral English, and a requirement that the individual has passed either the Commission on Graduates of Foreign Nursing Schools (CGFNS) Qualifying Examination or the National Council of State Boards of Nursing, Inc. examination, the NCLEX-RN. For additional information see Pub. L. 104-208, 63 Federal Register 55007-55012, dated October 14, 1998, and the [CGFNS web site](#).*

- **Registration**

(a) **Condition of Employment.** A registered nurse (RN) will have a current, full, active and unrestricted registration as a graduate professional nurse in a State, Territory, or Commonwealth (i.e., Puerto Rico) of the U.S. or in the District of Columbia. The appointing official may waive this registration if the RN is to serve in a country other than the U.S. and the RN has registration in that country (e.g., Philippines). *The RN must maintain a current, full, active and unrestricted registration to continue employment with VA.*

(b) **Impaired Registration.** An impaired registration is any registration(s) revoked, suspended, denied, restricted, limited, or issued/placed in a probationary status. A registered nurse who has or ever had any such impairment to their registration as listed above may be appointed only in accordance with the provisions of chapter 3, section B, paragraph 15 of VA Handbook 5005/27 (Staffing), dated March 17, 2009.

- **BLS Certification required.**
- **Physical Standards.** See VA Directive and Handbook 5019.
- **English Language Proficiency.** RNs appointed to direct patient care positions must be proficient in spoken and written English as required by 38 U.S.C. 7402(d) and 7407(d).
- Competencies and skills in a variety of specialty areas related to the tele-health appointment. Some of these areas may be, but not limited to: tele-anesthesiology, tele-psychiatry, tele-audiology, tele-pharmacy, tele-socialwork, tele-diabetes education and tele-oncology. The RN will provide Care Coordination Home Telehealth (CCHT) services to a panel of identified patients.

**ROLE AND RESPONSIBILITY:**

- Telehealth, telepsych, and telemedicine services use electronic communication to provide and support health care when distance separates the provider from the patient. The provider and the patient are able to communicate verbally and visually using the technology.
- This Telehealth Clinical RN serves a generalist telehealth role and will be responsible for the clinical, clerical and administrative duties related to telehealth services at the Community Based Outpatient Clinic. This RN serves to coordinate telehealth services for the veteran at the distant site and supports the provision of care by other health care system personnel. The wide range of tele-health services requires that the RN have competencies and skills in a

variety of specialty areas related to the tele-health appointment. Some of these areas may be, but not limited to: tele-anesthesiology, tele-psychiatry, tele-audiology, tele-pharmacy, tele-socialwork, tele-diabetes education and tele-oncology. The RN will provide CCHT services to a panel of identified patients.

- The RN will also support patient care and be responsible for delivering patient care in the primary care community based outpatient setting. Important roles may include performing phlebotomy, preparing and rooming patient's, immunizations, coordination of clinic supplies, and clerical support. This position reports to the supervisory nurse at the CBOC or to the NWI CBOC Manager.

### **SCOPE:**

- Has the knowledge and skills necessary for carrying out the most complex practical nursing care assignments in a self-directed manner. Serves as a member of the Community Outpatient Based Clinic team and provides care to the clinic's panel of patients. Completes assigned duties and responsibilities which involve performing nonstandard and specialized registered nursing activities and requires broad work experience and skills. Completed work requires collaboration with providers for technical soundness, appropriateness and conformity with policy and assignments.

### **DUTIES – CLINICAL AND TECHNICAL (may include the following, but not be limited to):**

- Responsible for the patient site facilitation of the clinical, business and technical aspects for telehealth applications through the use of video-conferencing technologies.
- Demonstrates knowledge and skills to perform specialized nursing activities related to the tele-health visit, primary care visit, mental health visits, CCHT, transitional care, primary care case management, phlebotomy, immunizations, and nursing telephone care.
- Demonstrates a high level of ability to vary order and sequence of assigned procedures and interventions based on the needs of the patient and clinic.
- When the veteran arrives for the scheduled appointment, checks the veteran in through VISTA, updates preregistration information and means testing as applicable.
- Performs administrative tasks related to patient scheduling, lab, supplies, collection of statistical data for regular and one time reports.
- Accurately reports and records all patient screens, medical histories, medication reconciliation, clinical reminders, vital health information in the patient record. Communicates significant finding to the provider.
- Prepares the veteran and telehealth room with the appropriate equipment and supplies. Readies the equipment for exams and establishes the video conferencing connection with the provider's location.
- Shares responsibility for ensuring that the medical equipment is functional, properly cleaned, and safe. Reports any evidence of malfunctioning or problems to Bio Med Department.
- Learns, maintains and demonstrates competencies necessary for assisting with all procedures, physical exam and equipment necessary to carry out all duties related to telehealth and

primary care, phlebotomy, case management, and immunizations. Accurately documents these activities and performs them according to policy and procedures.

- Orients the veteran to the tele-health process and equipment. Stays in the room if this is part of the clinical protocol or as the patient requests. Assists with the telehealth visit during the diagnostic interview, exam, procedure and follow up plans.
- Coordinates with Omaha, Lincoln, and Grand Island telemedicine coordinators/schedulers regarding provider and patient scheduling changes, appointments, and logistical issues.
- Prepares the veteran for discharge from telehealth services ensuring they understand the next step in their care. Accurately assists with workload capture that is basic for completion of the visit. Assists with the coordination of telehealth handoff to the primary care provider.
- Communicates technical issues and problems to Omaha Television Services or the IT HELP desk.
- Takes initiative in identifying the need to modify patient care plans and considers physical, emotional and social factors.
- Integrates appropriate patient and family teaching related to the veteran's health condition.
- Complies with all safety and security regulations related to patient care. Uses appropriate personal protective equipment when required.
- Performs other clinical and administrative duties as assigned specific to the unique workload and staffing demands of the Community Based Outpatient Clinic.

#### **CUSTOMER SERVICE:**

- Listens to the patient in order to correctly identify and assist in the resolution of patient related issues.
- Maintains confidentiality and privacy of patient related verbal, electronic and printed communication.
- Provides compassionate and considerate care to patients' and their families.
- Functions as a team level patient advocate by identifying resources for patient and families. Serves as a liaison between the providers, patient and other VA personnel.

#### **COMMUNICATION:**

- Establishes effective and timely methods of communicating pertinent patient findings with other team members and consultants.
- Attends and participates in team meetings, telehealth coordination meetings in order to enhance communication and performance improvement activities.
- Assists with new staff clinic orientation through shared knowledge and clinical expertise. Establishes constructive relationships with patients and team members using methods that enhance patient satisfaction.

**ENVIRONMENT OF CARE:**

- Adheres to policies and procedures related to safety and infection control. Maintains a safe and clean environment.
- Recognizes, reports and acts on any situation that may be potentially dangerous to patients, staff or visitors.
- Shares responsibility for ensuring medical equipment is functional and safe; reports any evidence of issues.

**GROWTH AND DEVELOPMENT:**

- Actively participates in clinic level, service line and NWI educational and performance improvement activities and committees.
- Identifies own educational needs and accepts responsibility for maintaining clinical competencies and knowledge of current nursing practice.

## **TELEHEALTH CLINICAL TECHNICIAN/LPN**

### **QUALIFICATIONS:**

- **Citizenship.** Citizen of the United States. (Noncitizens may be appointed when it is not possible to recruit qualified citizens in accordance with chapter 3, section A, paragraph 3g, this part.)
- **Education.** Graduate of a school of practical or vocational nursing approved by the appropriate State /agency and/or accredited by the National League for Nursing Accrediting Commission (NLNAC) at the time the program was completed by the applicant. Verification can be obtained from the State approving agency [or] the National League for Nursing Accrediting Commission, 61 Broadway, 33<sup>rd</sup> Floor, New York, NY 10006.

(1) Health care education in the military service or training in the military service which is accepted by the licensing body in the jurisdiction in which the individual is licensed as qualifying for full LPN/LVN licensure will be accepted as meeting the education requirements for VHA employment.

- **Licensure.** Full, active, current and unrestricted licensure as a licensed practical nurse in a State, Territory or Commonwealth (i.e., Puerto Rico) of the United States, or District of Columbia. An LPN/LVN who has or has ever had, any license(s) revoked, suspended, denied, restricted, limited, or issued/placed in a probationary status may be appointed only in accordance with the provisions in chapter 3, section B, paragraph 16 of this part.
- **BLS certification required.**
- **Physical Standards.** See VA Directive and Handbook 5019.
- **English Language Proficiency.** Licensed practical or vocational nurses appointed to direct patient care positions must be proficient in both spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).

### **ROLE AND RESPONSIBILITY:**

- Telehealth, telepsych, and telemedicine services use electronic communication to provide and support health care when distance separates the provider from the patient. The provider and the patient are able to communicate verbally and visually using the technology.
- This Telehealth Clinical Technician LPN serves a generalist role and will be responsible for the clinical, clerical and administrative duties related to telehealth services at the Community Based Outpatient Clinic. This LPN serves to coordinate telehealth services for the veteran at the distant site and supports the provision of care by other health care system personnel. The wide range of tele-health services requires that the LPN have competencies and skills in a variety of specialty areas related to the tele-health appointment. Some of these



areas may be, but not limited to: tele-anesthesiology, tele-psychiatry, tele-audiology, tele-pharmacy, tele-socialwork, tele-diabetes education and tele-oncology.

- The LPN will also support patient care and be responsible for delivering patient care in the primary care community based outpatient setting. Important roles may include performing phlebotomy, preparing and rooming patient's, immunizations, coordination of clinic supplies, and clerical support. This position reports to the NWI CBOC manager.

### **SCOPE:**

- Has the knowledge and skills necessary for carrying out the most complex practical nursing care assignments in a self-directed manner. Serves as a member of the Community Outpatient Based Clinic team and provides care to the clinic's panel of patients. Completes assigned duties and responsibilities which involve performing nonstandard and specialized practical nursing activities and requires a broad work experience and skills. Completed work requires only a general review by a registered nurse for technical soundness, appropriateness and conformity with policy and assignments.

### **DUTIES - CLINICAL AND TECHNICAL** (may include but not be limited to the following):

- Responsible for the patient site facilitation of the clinical, business and technical aspects for telehealth applications through the use of video-conferencing technologies.
- Demonstrates knowledge and skills to perform specialized nursing activities related to the tele-health visit, primary care visit, phlebotomy, immunizations, or nursing telephone care.
- Demonstrates a high level of ability to vary order and sequence of assigned procedures and interventions based on the needs of the patient and clinic.
- When the veteran arrives for the scheduled appointment, checks the veteran in through VISTA, updates preregistration information and means testing as applicable.
- Performs administrative tasks related to patient scheduling, lab, supplies, collection of statistical data for regular and one time reports.
- Accurately reports and records all patient screens, medical histories, medication reconciliation, clinical reminders, vital health information in the patient record. Communicates significant finding to the provider or Registered Nurse.
- Prepares the veteran and telehealth room with the appropriate equipment and supplies. Readies the equipment for exams and establishes the video conferencing connection with the provider's location.
- Shares responsibility for ensuring that the medical equipment is functional, properly cleaned, and safe. Reports any evidence of malfunctioning or problems to Bio Med Department.
- Learns, maintains and demonstrates competencies necessary for assisting with all procedures, physical exam and equipment necessary to carry out all duties related to telehealth and primary care, phlebotomy, and immunizations. Accurately documents these activities and performs them according to policy and procedures.
- Orients the veteran to the tele-health process and equipment. Stays in the room if this is part of the clinical protocol or as the patient requests. Assists with the tele-health visit during the diagnostic interview, exam, procedure and follow up plans.

- Coordinates with Omaha, Lincoln, and Grand Island telemedicine coordinators/schedulers regarding provider and patient scheduling changes, appointments, and logistical issues.
- Prepares the veteran for discharge from telehealth services ensuring they understand the next step in their care. Accurately assists with workload capture that is basic for completion of the visit. Assists with the coordination of telehealth handoff to the primary care provider.
- Communicates technical issues and problems to Omaha Television Services or the IT HELP desk.
- Takes initiative in identifying the need to modify patient care plans and considers physical, emotional and social factors.
- Integrates appropriate patient and family teaching related to the veteran's health condition.
- Complies with all safety and security regulations related to patient care. Uses appropriate personal protective equipment when required.
- Performs other clinical and administrative duties as assigned specific to the unique workload and staffing demands of the Community Based Outpatient Clinic.

### **CUSTOMER SERVICE:**

- Listens to the patient in order to correctly identify and assist in the resolution of patient related issues.
- Maintains confidentiality and privacy of patient related verbal, electronic and printed communication.
- Provides compassionate and considerate care to patients' and their families.
- Functions as a team level patient advocate by identifying resources for patient and families. Serves as a liaison between the providers, patient and other VA personnel.

### **COMMUNICATION:**

- Establishes effective and timely methods of communicating pertinent patient findings with other team members and consultants.
- Attends and participates in team meetings, telehealth coordination meetings in order to enhance communication and performance improvement activities.
- Assists with new staff clinic orientation through shared knowledge and clinical expertise.
- Establishes constructive relationships with patients and team members using methods that enhance patient satisfaction.

### **ENVIRONMENT OF CARE:**

- Adheres to policies and procedures related to safety and infection control. Maintains a safe and clean environment.
- Recognizes, reports and acts on any situation that may be potentially dangerous to patients, staff or visitors.
- Shares responsibility for ensuring medical equipment is functional and safe; reports any evidence of issues.

**GROWTH AND DEVELOPMENT:**

- Actively participates in clinic level, service line and NWI educational and performance improvement activities and committees.
- Identifies own educational needs and accepts responsibility for maintaining clinical competencies and knowledge of current nursing practice.

## **LPN – CARE COORDINATION HOME TELEHEALTH (CCHT)**

### **QUALIFICATIONS:**

- **Citizenship.** Citizen of the United States. (Noncitizens may be appointed when it is not possible to recruit qualified citizens in accordance with chapter 3, section A, paragraph 3g, this part.)
- **Education.** Graduate of a school of practical or vocational nursing approved by the appropriate State /agency and/or accredited by the National League for Nursing Accrediting Commission (NLNAC) at the time the program was completed by the applicant. Verification can be obtained from the State approving agency [or] the National League for Nursing Accrediting Commission, 61 Broadway, 33<sup>rd</sup> Floor, New York, NY 10006.

(1) Health care education in the military service or training in the military service which is accepted by the licensing body in the jurisdiction in which the individual is licensed as qualifying for full LPN/LVN licensure will be accepted as meeting the education requirements for VHA employment.

- **Licensure.** Full, active, current and unrestricted licensure as a licensed practical nurse in a State, Territory or Commonwealth (i.e., Puerto Rico) of the United States, or District of Columbia. An LPN/LVN who has or has ever had, any license(s) revoked, suspended, denied, restricted, limited, or issued/placed in a probationary status may be appointed only in accordance with the provisions in chapter 3, section B, paragraph 16 of this part.
- **BLS certification required.**
- **Physical Standards.** See VA Directive and Handbook 5019.
- **English Language Proficiency.** Licensed practical or vocational nurses appointed to direct patient care positions must be proficient in both spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).

### **SCOPE:**

- Has the knowledge and skills necessary for carrying out the most complex practical nursing care assignments in a self-directed manner. Serves as a member of the Community Outpatient Based Clinic team and provides care to the clinic's panel of patients. Completes assigned duties and responsibilities which involve performing nonstandard and specialized practical nursing activities and requires a broad work experience and skills. Completed work requires only a general review by a registered nurse for technical soundness, appropriateness and conformity with policy and assignments.

**DUTIES - CLINICAL AND TECHNICAL** (may include but not be limited to the following):

- Provides initial and ongoing assessment of patients to identify needs issues, care goals and appropriate resources necessary for care management.
- Provides leadership in application of the nursing process and identifies resources and critical factors for achieving desired outcomes for discharge, post hospitalization recovery and health maintenance/improvement.
- Sets clinical care goals, short and long term, in collaboration with patient, provider(s), and family members.
- Functions as a systems coordinator for the plan of care; monitors progress through the expected hospital course and intervenes as appropriate to facilitate achieving patient outcomes within anticipated timeframes. Coordinates care and discharge planning with the patient's primary care provider and team.
- Collaborates with patient and care providers in any and all settings where care is being provided to evaluate and update changes in the therapeutic plan of care and patient management.
- Recognizes complex situations that impact patient care and intervenes, using sound judgment, professional attitude and appropriate channels.
- Recognizes impact of age-specific care needs and incorporates this into the assessment process. Also, incorporates these age-specific needs into care as reflected by modification of treatment plans.
- Maintains a working Knowledge of resources available in the community
- Appropriately documents own interventions and oversee appropriate health team documentation of patient care.
- Assesses patients for use of appropriate telehealth devices, follows procedures for ordering through Prosthetics Service, documents installation and education in computerized patient record.
- Develops and leads interdisciplinary teams to improve organizational performance.
- Participates in performance improvement activities related to the service line quality improvement process.
- Evaluates need and initiates interdisciplinary ad hoc committees/process action teams for constructive problem solving.
- Tracks and trends issues related to care delivery and role implementation.
- Develops and implements interdisciplinary standards of practice and care at the station level for the Care Coordinator role.
- Participates in VISN-wide standards development for the role.

**CUSTOMER SERVICE:**

- Listens to the patient in order to correctly identify and assist in the resolution of patient related issues.
- Maintains confidentiality and privacy of patient related verbal, electronic and printed communication.
- Provides compassionate and considerate care to patients' and their families.

- Functions as a team level patient advocate by identifying resources for patient and families. Serves as a liaison between the providers, patient and other VA personnel.

### **COMMUNICATION:**

- Establishes effective and timely methods of communicating pertinent patient findings with other team members and consultants.
- Attends and participates in team meetings, telehealth coordination meetings in order to enhance communication and performance improvement activities.
- Assists with new staff clinic orientation through shared knowledge and clinical expertise.
- Establishes constructive relationships with patients and team members using methods that enhance patient satisfaction.

### **ENVIRONMENT OF CARE:**

- Adheres to policies and procedures related to safety and infection control. Maintains a safe and clean environment.
- Recognizes, reports and acts on any situation that may be potentially dangerous to patients, staff or visitors.
- Shares responsibility for ensuring medical equipment is functional and safe; reports any evidence of issues.

### **GROWTH AND DEVELOPMENT:**

- Actively participates in clinic level, service line and NWI educational and performance improvement activities and committees.
- Identifies own educational needs and accepts responsibility for maintaining clinical competencies and knowledge of current nursing practice.

## **TELEHEALTH PROFESSIONAL MID-LEVEL - PA PSYCHIATRY**

**GENERAL DESCRIPTION:** Professional Mid-levels Physician Assistants are an integral part of the professional health care team providing medical/psychiatry services at this medical center and through the VA Telemedicine Program. This statement describes the qualifications, duties, responsibilities, and supervisory controls relating to the professional activities of the Physician Assistants at this facility and the VA Telemedicine Program.

### **QUALIFICATIONS:**

- Appointment of a Physician Assistant requires Bachelor's degree from a Physician Assistant (PA) training program which is certified by the Commission Accreditation of Allied Health Education Programs (CAAHEP); OR Graduation from a PA training program of at least 12 months duration which is certified by the CAAHEP and a bachelor's degree in a health care occupation or a health-related science; OR Graduation from a PA training program of at least 12 months duration which is certified by the CAAHEP and a period of progressively responsible health care experience such as an independent duty medical corpsman, licensed practical nurse, registered nurse, medical technologist, or medical technician. The duration of approved academic training and healthcare experience must total at least 5 years. Must be certified by the National Commission on Certification of Physician's Assistants (NCCPA).
- Current Physician Assistant licensure in the State of Nebraska.
- Successful completion of PA examination required.
- Prior experience in telemedicine and program development is desired.
- Two years of experience in psychiatry testing and evaluation is preferred.
- BLS certification is required.
- High level of computer skills would be advantageous.
- Must have high level of writing ability to assist with data collection, manuscript preparation and grant writing.
- High level of statistical skills useful to assist with program assessment metric planning.
- Citizen of the United States. (Non-citizens may be appointed when it is not possible to recruit qualified citizens.)
- High level of knowledge in working with government health care systems.
- English Language Proficiency: Must be proficient in spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).
- Physical Standards. See VA Directive and Handbook 5019.

### **DUTIES** (may include but not limited to the following):

The following functional duties of the Professional Midlevel must be approved by the Medical Center Director, Chief of Staff, Clinical Executive Board and the Director of Telemedicine. All of the items listed are recognized competencies within the scope of practice for a graduate of a Physician Assistant Education Program accredited by the Council on Allied Health Education of the American Medical Association. Additional duties may be assigned by the Primary

Supervising Physician, appropriate Chief of Service, Chief of Staff or the Director of Telemedicine which may include provisions for special training to assure proficiency.

#### ROUTINE DUTIES, NON-ROUTINE DUTIES/NON-EMERGENCY DUTIES, EMERGENCY SITUATIONS and MISCELLANEOUS ACTIVITIES

- A. Establish Data Base
  - 1. Obtain pertinent medical and psycho-social history including: patient profile, chief complaint, history of present illness, past medical history, social history and review of body systems.
  - 2. Perform a physical examination as pertinent, modifying the examination for the nature of the complaint or problem, age/sex of patient and physical condition of patient.
  - 3. Determine patient's mental status (i.e., level of consciousness, orientation, mood, etc.).
  - 4. Order and/or perform the following diagnostic tests:
    - a. Mental health screening of adults (such as Beck Depression Index, Cornell Medical Index)
    - b. Visual screening (Schnellen chart, Ishihara color plates, etc.)
    - c. Screening audiometry to test hearing
    - d. Electrocardiogram
    - e. Intradermal testing
    - f. Urinalysis
    - g. Occult blood determinations
    - h. Plating/reading of routine cultures
    - i. Gram stain performance and interpretation
    - j. KOH and hanging drop preparations
    - k. Screening spirometry
    - l. Hematocrit/Hemoglobin
    - m. Cell counts of blood and body fluids
    - n. Differential count/peripheral blood smear
    - o. Sedimentation rate
    - p. Mono spot tests
    - q. Pregnancy tests
    - r. Tonometry
    - s. Agglutination tests (kit form)
    - t. Routine x-rays
  - 5. Order other laboratory, x-ray and diagnostic studies appropriate for complaint, age, race, sex and physical condition of patient.
  - 6. Obtain the following specimens for laboratory evaluation:
    - a. Blood (venous, arterial, capillary)
    - b. Urine
    - c. Stool
    - d. Vaginal/urethral secretions
    - e. Tissue (superficial)
    - f. Wound/skin cultures



- g. Sputum
  - h. Gastric contents
- 7. Record and transmit findings from data base:
  - a. Summarize pertinent aspects of history
  - b. Summarize pertinent aspects of physical exam
  - c. Prepare patient visit summaries/progress-notes
  - d. Complete due clinical Reminders at time of clinic visit
  - d. Write accident/ incident reports
  - e. Prepare correspondence
  - f. Complete insurance forms as directed
  - g. Complete medical evaluation forms as directed
- B. Analyze Data Base
  - 1. Differentiate between normal and abnormal (including variations of normal) information obtained from history, physical, and screening examination of the patients.
  - 2. Preliminary interpretation of diagnostic tests with consultation as necessary (such as routine x-rays of chest and extremities, lab studies, EKG, etc.)
  - 3. Develop initial impression as to severity, etiology and immediacy of patient's problem based on analysis of data obtained from history, physical, laboratory and x-ray studies.
  - 4. Establish diagnosis of common problems with physician consultation and guidance as appropriate.
- C. Develop/Formulate Health Management Plan – Develop a management plan considering patient's problem, age, sex, race and condition, conferring with the patient, supervising physician, patient's family and other health professionals as appropriate.
- D. Implement and Monitor Health Management Plan
  - 1. Apply established therapeutic practices to patient's problem.
  - 2. Prescribe medications from the open hospital formulary as an agent for and in the name of the supervising physician.
  - 3. Administer medications
    - a. Oral
      - b. Topical
      - c. Sublingual
      - d. Rectal
      - e. Inhalation
      - f. Intravenous
      - g. Subcutaneous
      - h. Intradermal
      - i. Intramuscular
  - 4. Perform intubations/cannulations
    - a. Insert esophageal airway
    - b. Insert urinary catheter
    - c. Insert nasogastric/gastric lavage tube

- d. Insert peripheral/intravenous catheters
- 5. Perform musculoskeletal therapies
  - a. Prepare, apply and remove casts
  - b. Immobilize injured extremity
  - c. Strap joints for support
  - d. Measure/adjust crutches
  - e. Instruct/assist patient in orthopedic exercises
- 6. Perform pulmonary therapies
  - a. Assist respiration using positive pressure bag or mechanical ventilation
  - b. Administer oxygen by appropriate method
- 7. Perform eye, ear, nose and throat therapies
  - a. Clean ears of impacted cerumen
  - b. Suction nose/mouth/pharynx
  - c. Suction trachea via tracheostomy
  - d. Irrigate eye
  - e. Perform fluorescein staining of eye
  - f. Remove superficial foreign body from eye
  - g. Install medication in eye
  - h. Remove superficial foreign body from ear/nose
  - i. Control nasal bleeding
- 8. Perform cardiovascular therapies
  - a. Utilize accepted procedures for assessment/treatment of non-life threatening arrhythmias
  - b. Utilize principles of advanced life support cardiac emergencies such as rotating tourniquets, MAST trousers, CPR, defibrillation and administration of emergency drugs.
- 9. Perform gastrointestinal therapies
  - a. Gastric lavage
  - b. Stomal care
  - c. Enemas/impaction removal
- 10. Perform genitourinary therapies
  - a. Bladder irrigation
  - b. Nephrostomy care
  - c. Bladder catheterization
- 11. Perform gynecological therapies and pap smear
- 12. Perform minor surgical therapies/procedures
  - a. Perform wound care
  - b. Remove/insert packings in wounds, incisions, cavities
  - c. Insert, remove and adjust wound drains
  - d. Apply dressings and wraps
  - e. Administer local anesthesia
  - f. Administer digital block anesthesia
  - g. Incise/drain subcutaneous abscesses and cysts
  - h. Remove subcutaneous foreign bodies

- i. Biopsy/excise superficial skin lesions
- j. Suture lacerations
- k. Remove ingrown toenail
- l. Treat warts with chemo-, cryo- or electro-cautery
- 13. Initiate appropriate management for emergency situations until physician is available
  - a. Severe drug reaction, anaphylaxis
  - b. Shock (cardiogenic, hemorrhagic)
  - c. Laceration/severe
  - d. Fractures/severe
  - e. Internal hemorrhage
  - f. External hemorrhage/severe
  - g. Respiratory impairment/arrest
  - h. Cardiac arrest/life threatening arrhythmia
  - i. Acute myocardial infarction
  - j. Convulsions
  - k. Psychiatric crisis
  - l. Burns (chemical, electrical, thermal) - severe
  - m. Altered states of consciousness
  - n. Insulin shock/hypoglycemia
  - o. Heat exhaustion/stroke
  - p. Drug/chemical ingestion/poisoning
  - q. Traumatic amputation
  - r. Spinal cord injury
  - s. Eye injury - severe
  - t. Head, chest, abdominal injury - severe
  - u. Drowning (near)
  - v. Dehydration/volume depletion
  - w. Precipitous or impending delivery
  - x. Neonatal apnea
  - y. Insert endotracheal tube

E. Patient Education - Provide patient education services, for example:

- 1. Explain patient's condition/disease, its etiology, course and prognosis
- 2. Explain treatment rationale, side effects, risks, and special instructions
- 3. Provide, where appropriate, information necessary for informed consent
- 4. Instruct patients, family and community health related topics, preventive health care and self-care.

F. Patient Counseling and Treatment

1. Identify mental health problems through accepted techniques such as interviewing, observation for behavioral/mood changes, identification of outside factors influencing psychological state and relating physical condition/problems to mental health disorders.
2. Counsel patient concerning non-referral type mental health problems such as anxiety reactions, non-psychotic depression, adjustments to aging, adjustment to chronic disease/terminal illness and psychological influences on physical condition.
3. Initiate pharmacological treatment for uncomplicated mental conditions such as depression and anxiety, using VA recommended guidelines for treatment in primary care.
4. Follow up, medication management and monitoring of patients with chronic mental health conditions that have been stabilized and not requiring specialty mental health interventions.
5. Support and counsel family in dealing with patient's condition.

G. Refer Patients as Necessary - Patients who have medical/psychological problems beyond the Professional Midlevel's professional competence should be referred to appropriate sources of care such as the supervising physician, medical specialists, specialty mental health and community resource agencies.

H. Patient Care Assignments - All categories of patients may be cared for by the Professional Midlevel, including employees, inpatients, outpatients, and patients in extended care facilities and/or nursing homes.

I. Participate in other activities – Professional Midlevel's may participate in administrative, educational, research and other activities as directed by the Medical Center Director, Chief of Staff, Chief of Service, responsible Staff Physician or Director of Telemedicine.

J. Telemedicine Activities –

1. Provides midlevel telemedicine services to multiple service lines including virtual preoperative medicine, tele psychiatry, tele urology, tele wound care, and other telemedicine product lines.
2. Prepares the veteran and telemedicine room with the appropriate equipment and supplies. This task will include providing upkeep and service on telemedicine equipment.
3. Orients veterans and providers to the telemedicine process and equipment and may conduct patient and provider education activities.
4. Assist in virtual airway training to support Out of OR Airway Training requirements for the VA.
5. Learns and maintains competencies necessary for assisting with telemedicine procedures and equipment.
6. Assist with development of competency and equipment training to support the knowledge infrastructure of the telemedicine service.
7. Assists with procedures related to the telemedicine appointment.

8. Properly cares for equipment using guidelines (to include any equipment used in the telemed or specialty care mission).
9. Reports any equipment problems or need to BioMed.
10. Coordinates with Omaha, Lincoln, and Grand Island (or other site) telemedicine coordinators regarding provider and patient scheduling changes and appointments.
11. Communicates technical difficulties to Omaha television services or the IT help desk.
12. Follows up on care to include case management service for the telemedicine service.
13. Prepares the veteran for discharge from telemedicine services ensuring they understand the next step in their care. Assists with the coordination of telemedicine handoff to primary care provider.
14. Assists with home Telehealth coordination and care.
15. Will assist with data collection to measure treatment outcomes and validate telemedicine processes.

### **RESPONSIBILITIES:**

- Provide the above-listed duties within the scope of his/her professional education, clinical, educational and technical abilities in a competent and professional manner.
- Follow medical center policy, rules and regulations.
- Demanding environment. Constantly on the go for the duration of the workday, seeing patients, locating information, taking/making phone calls, computer work.
- The decisions/recommendations made by the PA to the psychiatry provider could have a tremendous impact on the patient's treatment.

## **TELEHEALTH - PROFESSIONAL MID-LEVEL NURSE PRACTITIONER** **PSYCHIATRY**

**GENERAL DESCRIPTION:** Professional Mid-levels Nurse Practitioner or Advance Practice Registered Nurse is an integral part of the professional health care team providing medical/psychiatry services at this medical center and through the VA Telemedicine Program. This statement describes the qualifications, duties, responsibilities, and supervisory controls relating to the professional activities of the Nurse Practitioners at this facility and the VA Telemedicine Program.

### **QUALIFICATIONS:**

- A nurse practitioner must be licensed or otherwise recognized as a nurse practitioner in a State, possess a master's degree from a program accredited by the NLNAC or CCNE, and maintain full and current certification as a nurse practitioner from the American Nurses Association or another nationally recognized certifying body. [The certification must be in the specialty to which the individual is being appointed or selected.]
- Current license as an advanced practice registered nurse (APRN) required.
- Successful completion of NP examination required.
- Prior experience in telemedicine and program development is desired.
- Two years of experience in psychiatry testing and evaluation is preferred.
- BLS certification is required.
- High level of computer skills would be advantageous.
- Must have high level of writing ability to assist with data collection, manuscript preparation and grant writing.
- High level of statistical skills useful to assist with program assessment metric planning.
- Citizen of the United States. (Non-citizens may be appointed when it is not possible to recruit qualified citizens.)
- High level of knowledge in working with government health care systems.
- English Language Proficiency: Must be proficient in spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).
- Physical Standards. See VA Directive and Handbook 5019.

### **DUTIES** (may include but not limited to the following):

The following functional duties of the Professional Midlevel must be approved by the Medical Center Director, Chief of Staff, Clinical Executive Board and the Director of Telemedicine. All of the items listed are recognized competencies within the scope of practice for a graduate of a Physician Assistant Education Program accredited by the Council on Allied Health Education of the American Medical Association. Additional duties may be assigned by the Primary Supervising Physician, appropriate Chief of Service, Chief of Staff or the Director of Telemedicine which may include provisions for special training to assure proficiency.

ROUTINE DUTIES, NON-ROUTINE DUTIES/NON-EMERGENCY DUTIES, EMERGENCY SITUATIONS and MISCELLANEOUS ACTIVITIES

- A. Establish Data Base
  - 1. Obtain pertinent medical and psycho-social history including: patient profile, chief complaint, history of present illness, past medical history, social history and review of body systems.
  - 2. Perform a physical examination as pertinent, modifying the examination for the nature of the complaint or problem, age/sex of patient and physical condition of patient.
  - 3. Determine patient's mental status (i.e., level of consciousness, orientation, mood, etc.).
  - 4. Order and/or perform the following diagnostic tests:
    - a. Mental health screening of adults (such as Beck Depression Index, Cornell Medical Index)
    - b. Visual screening (Schnellen chart, Ishihara color plates, etc.)
    - c. Screening audiometry to test hearing
    - d. Electrocardiogram
    - e. Intradermal testing
    - f. Urinalysis
    - g. Occult blood determinations
    - h. Plating/reading of routine cultures
    - i. Gram stain performance and interpretation
    - j. KOH and hanging drop preparations
    - k. Screening spirometry
    - l. Hematocrit/Hemoglobin
    - m. Cell counts of blood and body fluids
    - n. Differential count/peripheral blood smear
    - o. Sedimentation rate
    - p. Mono spot tests
    - q. Pregnancy tests
    - r. Tonometry
    - s. Agglutination tests (kit form)
    - t. Routine x-rays
  - 5. Order other laboratory, x-ray and diagnostic studies appropriate for complaint, age, race, sex and physical condition of patient.
  - 6. Obtain the following specimens for laboratory evaluation:
    - a. Blood (venous, arterial, capillary)
    - b. Urine
    - c. Stool
    - d. Vaginal/urethral secretions
    - e. Tissue (superficial)
    - f. Wound/skin cultures
    - g. Sputum
    - h. Gastric contents

7. Record and transmit findings from data base:
  - a. Summarize pertinent aspects of history
  - b. Summarize pertinent aspects of physical exam
  - c. Prepare patient visit summaries/progress-notes
  - d. Complete due clinical Reminders at time of clinic visit
  - d. Write accident/ incident reports
  - e. Prepare correspondence
  - f. Complete insurance forms as directed
  - g. Complete medical evaluation forms as directed
- B. Analyze Data Base
  1. Differentiate between normal and abnormal (including variations of normal) information obtained from history, physical, and screening examination of the patients.
  2. Preliminary interpretation of diagnostic tests with consultation as necessary (such as routine x-rays of chest and extremities, lab studies, EKG, etc.)
  3. Develop initial impression as to severity, etiology and immediacy of patient's problem based on analysis of data obtained from history, physical, laboratory and x-ray studies.
  4. Establish diagnosis of common problems with physician consultation and guidance as appropriate.
- C. Develop/Formulate Health Management Plan – Develop a management plan considering patient's problem, age, sex, race and condition, conferring with the patient, supervising physician, patient's family and other health professionals as appropriate.
- D. Implement and Monitor Health Management Plan
  1. Apply established therapeutic practices to patient's problem.
  2. Prescribe medications from the open hospital formulary as an agent for and in the name of the supervising physician.
  3. Administer medications
    - a. Oral
    - b. Topical
    - c. Sublingual
    - d. Rectal
    - e. Inhalation
    - f. Intravenous
    - g. Subcutaneous
    - h. Intradermal
    - i. Intramuscular
  4. Perform intubations/cannulations
    - a. Insert esophageal airway
    - b. Insert urinary catheter
    - c. Insert nasogastric/gastric lavage tube
    - d. Insert peripheral/intravenous catheters
  5. Perform musculoskeletal therapies



- a. Prepare, apply and remove casts
- b. Immobilize injured extremity
- c. Strap joints for support
- d. Measure/adjust crutches
- e. Instruct/assist patient in orthopedic exercises
- 6. Perform pulmonary therapies
  - a. Assist respiration using positive pressure bag or mechanical ventilation
  - b. Administer oxygen by appropriate method
- 7. Perform eye, ear, nose and throat therapies
  - a. Clean ears of impacted cerumen
  - b. Suction nose/mouth/pharynx
  - c. Suction trachea via tracheostomy
  - d. Irrigate eye
  - e. Perform fluorescein staining of eye
  - f. Remove superficial foreign body from eye
  - g. Install medication in eye
  - h. Remove superficial foreign body from ear/nose
  - i. Control nasal bleeding
- 8. Perform cardiovascular therapies
  - a. Utilize accepted procedures for assessment/treatment of non-life threatening arrhythmias
  - b. Utilize principles of advanced life support cardiac emergencies such as rotating tourniquets, MAST trousers, CPR, defibrillation and administration of emergency drugs.
- 9. Perform gastrointestinal therapies
  - a. Gastric lavage
  - b. Stomal care
  - c. Enemas/impaction removal
- 10. Perform genitourinary therapies
  - a. Bladder irrigation
  - b. Nephrostomy care
  - c. Bladder catheterization
- 11. Perform gynecological therapies and pap smear
- 12. Perform minor surgical therapies/procedures
  - a. Perform wound care
  - b. Remove/insert packings in wounds, incisions, cavities
  - c. Insert, remove and adjust wound drains
  - d. Apply dressings and wraps
  - e. Administer local anesthesia
  - f. Administer digital block anesthesia
  - g. Incise/drain subcutaneous abscesses and cysts
  - h. Remove subcutaneous foreign bodies
  - i. Biopsy/excise superficial skin lesions
  - j. Suture lacerations

- k. Remove ingrown toenail
- l. Treat warts with chemo-, cryo- or electro-cautery
- 13. Initiate appropriate management for emergency situations until physician is available
  - a. Severe drug reaction, anaphylaxis
  - b. Shock (cardiogenic, hemorrhagic)
  - c. Laceration/severe
  - d. Fractures/severe
  - e. Internal hemorrhage
  - f. External hemorrhage/severe
  - g. Respiratory impairment/arrest
  - h. Cardiac arrest/life threatening arrhythmia
  - i. Acute myocardial infarction
  - j. Convulsions
  - k. Psychiatric crisis
  - l. Burns (chemical, electrical, thermal) - severe
  - m. Altered states of consciousness
  - n. Insulin shock/hypoglycemia
  - o. Heat exhaustion/stroke
  - p. Drug/chemical ingestion/poisoning
  - q. Traumatic amputation
  - r. Spinal cord injury
  - s. Eye injury - severe
  - t. Head, chest, abdominal injury - severe
  - u. Drowning (near)
  - v. Dehydration/volume depletion
  - w. Precipitous or impending delivery
  - x. Neonatal apnea
  - y. Insert endotracheal tube

E. Patient Education - Provide patient education services, for example:

- 1. Explain patient's condition/disease, its etiology, course and prognosis
- 2. Explain treatment rationale, side effects, risks, and special instructions
- 3. Provide, where appropriate, information necessary for informed consent
- 4. Instruct patients, family and community health related topics, preventive health care and self-care.

F. Patient Counseling and Treatment

1. Identify mental health problems through accepted techniques such as interviewing, observation for behavioral/mood changes, identification of outside factors influencing psychological state and relating physical condition/problems to mental health disorders.
2. Counsel patient concerning non-referral type mental health problems such as anxiety reactions, non-psychotic depression, adjustments to aging, adjustment to chronic disease/terminal illness and psychological influences on physical condition.
3. Initiate pharmacological treatment for uncomplicated mental conditions such as depression and anxiety, using VA recommended guidelines for treatment in primary care.
4. Follow up, medication management and monitoring of patients with chronic mental health conditions that have been stabilized and not requiring specialty mental health interventions.
5. Support and counsel family in dealing with patient's condition.

G. Refer Patients as Necessary - Patients who have medical/psychological problems beyond the Professional Midlevel's professional competence should be referred to appropriate sources of care such as the supervising physician, medical specialists, specialty mental health and community resource agencies.

H. Patient Care Assignments - All categories of patients may be cared for by the Professional Midlevel, including employees, inpatients, outpatients, and patients in extended care facilities and/or nursing homes.

I. Participate in other activities – Professional Midlevel's may participate in administrative, educational, research and other activities as directed by the Medical Center Director, Chief of Staff, Chief of Service, responsible Staff Physician or Director of Telemedicine.

J. Telemedicine Activities –

1. Provides midlevel telemedicine services to tele psychiatry product lines.
2. Prepares the veteran and telemedicine room with the appropriate equipment and supplies. This task will include providing upkeep and service on telemedicine equipment.
3. Orients veterans and providers to the telemedicine process and equipment and may conduct patient and provider education activities.
4. Learns and maintains competencies necessary for assisting with telemedicine procedures and equipment.
5. Assist with development of competency and equipment training to support the knowledge infrastructure of the telemedicine service.
6. Assists with procedures related to the telemedicine appointment.
7. Properly cares for equipment using guidelines (to include any equipment used in the telemed or specialty care mission).
8. Reports any equipment problems or need to BioMed.

9. Coordinates with Omaha, Lincoln, and Grand Island (or other site) telemedicine coordinators regarding provider and patient scheduling changes and appointments.
11. Communicates technical difficulties to Omaha television services or the IT help desk.
12. Follows up on care to include case management service for the telemedicine service.
13. Prepares the veteran for discharge from telemedicine services ensuring they understand the next step in their care. Assists with the coordination of telemedicine handoff to primary care provider.
14. Assists with home Telehealth coordination and care.
15. Will assist with data collection to measure treatment outcomes and validate telemedicine processes.

### **RESPONSIBILITIES:**

- Provide the above-listed duties within the scope of his/her professional education, clinical, educational and technical abilities in a competent and professional manner.
- Follow medical center policy, rules and regulations.
- Demanding environment. Constantly on the go for the duration of the workday, seeing patients, locating information, taking/making phone calls, computer work.

The decisions/recommendations made by the NP to the psychiatry provider could have a tremendous impact on the patient's treatment.

## **TELEHEALTH - PROFESSIONAL MID-LEVEL PA SURGERY**

**GENERAL DESCRIPTION:** Professional Mid-levels Physician Assistants are an integral part of the professional health care team providing medical/surgical services at this medical center and through the VA Telemedicine Program. This statement describes the qualifications, duties, responsibilities, and supervisory controls relating to the professional activities of the Physician Assistants at this facility and the VA Telemedicine Program.

### **QUALIFICATIONS:**

- Appointment of a Physician Assistant requires Bachelor's degree from a Physician Assistant (PA) training program which is certified by the Commission Accreditation of Allied Health Education Programs (CAAHEP); OR Graduation from a PA training program of at least 12 months duration which is certified by the CAAHEP and a bachelor's degree in a health care occupation or a health-related science; OR Graduation from a PA training program of at least 12 months duration which is certified by the CAAHEP and a period of progressively responsible health care experience such as an independent duty medical corpsman, licensed practical nurse, registered nurse, medical technologist, or medical technician. The duration of approved academic training and healthcare experience must total at least 5 years. Must be certified by the National Commission on Certification of Physician's Assistants (NCCPA).
- Current Physician Assistant licensure in the State of Nebraska OR current license as an advanced practice registered nurse (APRN) required.
- Successful completion of PA examination required.
- Prior experience in telemedicine and program development is desired.
- Two years of experience in pre-operative testing and evaluation is preferred.
- BLS certification is required.
- High level of computer skills would be advantageous.
- Must have high level of writing ability to assist with data collection, manuscript preparation and grant writing.
- High level of statistical skills useful to assist with program assessment metric planning.
- Citizen of the United States. (Non-citizens may be appointed when it is not possible to recruit qualified citizens.)
- High level of knowledge in working with government health care systems.
- English Language Proficiency: Must be proficient in spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).
- Physical Standards. See VA Directive and Handbook 5019.

**DUTIES** (may include but not limited to the following):

The following functional duties of the Professional Midlevel must be approved by the Medical Center Director, Chief of Staff, Clinical Executive Board and the Director of Telemedicine. All of the items listed are recognized competencies within the scope of practice for a graduate of a Physician Assistant Education Program accredited by the Council on Allied Health Education of

the American Medical Association. Additional duties may be assigned by the Primary Supervising Physician, appropriate Chief of Service, Chief of Staff or the Director of Telemedicine which may include provisions for special training to assure proficiency.

#### ROUTINE DUTIES, NON-ROUTINE DUTIES/NON-EMERGENCY DUTIES, EMERGENCY SITUATIONS and MISCELLANEOUS ACTIVITIES

- A. Establish Data Base
  - 1. Obtain pertinent medical and psycho-social history including: patient profile, chief complaint, history of present illness, past medical history, social history and review of body systems.
  - 2. Perform a physical examination as pertinent, modifying the examination for the nature of the complaint or problem, age/sex of patient and physical condition of patient.
  - 3. Determine patient's mental status (i.e., level of consciousness, orientation, mood, etc.).
  - 4. Order and/or perform the following diagnostic tests:
    - a. Mental health screening of adults (such as Beck Depression Index, Cornell Medical Index)
    - b. Visual screening (Schnellen chart, Ishihara color plates, etc.)
    - c. Screening audiometry to test hearing
    - d. Electrocardiogram
    - e. Intradermal testing
    - f. Urinalysis
    - g. Occult blood determinations
    - h. Plating/reading of routine cultures
    - i. Gram stain performance and interpretation
    - j. KOH and hanging drop preparations
    - k. Screening spirometry
    - l. Hematocrit/Hemoglobin
    - m. Cell counts of blood and body fluids
    - n. Differential count/peripheral blood smear
    - o. Sedimentation rate
    - p. Mono spot tests
    - q. Pregnancy tests
    - r. Tonometry
    - s. Agglutination tests (kit form)
    - t. Routine x-rays
  - 5. Order other laboratory, x-ray and diagnostic studies appropriate for complaint, age, race, sex and physical condition of patient.
  - 6. Obtain the following specimens for laboratory evaluation:
    - a. Blood (venous, arterial, capillary)
    - b. Urine
    - c. Stool
    - d. Vaginal/urethral secretions
    - e. Tissue (superficial)

- f. Wound/skin cultures
    - g. Sputum
    - h. Gastric contents
  - 7. Record and transmit findings from data base:
    - a. Summarize pertinent aspects of history
    - b. Summarize pertinent aspects of physical exam
    - c. Prepare patient visit summaries/progress-notes
    - d. Complete due clinical Reminders at time of clinic visit
    - d. Write accident/ incident reports
    - e. Prepare correspondence
    - f. Complete insurance forms as directed
    - g. Complete medical evaluation forms as directed
- B. Analyze Data Base
  - 1. Differentiate between normal and abnormal (including variations of normal) information obtained from history, physical, and screening examination of the patients.
  - 2. Preliminary interpretation of diagnostic tests with consultation as necessary (such as routine x-rays of chest and extremities, lab studies, EKG, etc.)
  - 3. Develop initial impression as to severity, etiology and immediacy of patient's problem based on analysis of data obtained from history, physical, laboratory and x-ray studies.
  - 4. Establish diagnosis of common problems with physician consultation and guidance as appropriate.
- C. Develop/Formulate Health Management Plan – Develop a management plan considering patient's problem, age, sex, race and condition, conferring with the patient, supervising physician, patient's family and other health professionals as appropriate.
- D. Implement and Monitor Health Management Plan
  - 1. Apply established therapeutic practices to patient's problem.
  - 2. Prescribe medications from the open hospital formulary as an agent for and in the name of the supervising physician.
  - 3. Administer medications
    - a. Oral
    - b. Topical
    - c. Sublingual
    - d. Rectal
    - e. Inhalation
    - f. Intravenous
    - g. Subcutaneous
    - h. Intradermal
    - i. Intramuscular
  - 4. Perform intubations/cannulations
    - a. Insert esophageal airway
    - b. Insert urinary catheter

- c. Insert nasogastric/gastric lavage tube
  - d. Insert peripheral/intravenous catheters
- 5. Perform musculoskeletal therapies
  - a. Prepare, apply and remove casts
  - b. Immobilize injured extremity
  - c. Strap joints for support
  - d. Measure/adjust crutches
  - e. Instruct/assist patient in orthopedic exercises
- 6. Perform pulmonary therapies
  - a. Assist respiration using positive pressure bag or mechanical ventilation
  - b. Administer oxygen by appropriate method
- 7. Perform eye, ear, nose and throat therapies
  - a. Clean ears of impacted cerumen
  - b. Suction nose/mouth/pharynx
  - c. Suction trachea via tracheostomy
  - d. Irrigate eye
  - e. Perform fluorescein staining of eye
  - f. Remove superficial foreign body from eye
  - g. Install medication in eye
  - h. Remove superficial foreign body from ear/nose
  - i. Control nasal bleeding
- 8. Perform cardiovascular therapies
  - a. Utilize accepted procedures for assessment/treatment of non-life threatening arrhythmias
  - b. Utilize principles of advanced life support cardiac emergencies such as rotating tourniquets, MAST trousers, CPR, defibrillation and administration of emergency drugs.
- 9. Perform gastrointestinal therapies
  - a. Gastric lavage
  - b. Stomal care
  - c. Enemas/impaction removal
- 10. Perform genitourinary therapies
  - a. Bladder irrigation
  - b. Nephrostomy care
  - c. Bladder catheterization
- 11. Perform gynecological therapies and pap smear
- 12. Perform minor surgical therapies/procedures
  - a. Perform wound care
  - b. Remove/insert packings in wounds, incisions, cavities
  - c. Insert, remove and adjust wound drains
  - d. Apply dressings and wraps
  - e. Administer local anesthesia
  - f. Administer digital block anesthesia
  - g. Incise/drain subcutaneous abscesses and cysts



- h. Remove subcutaneous foreign bodies
- i. Biopsy/excise superficial skin lesions
- j. Suture lacerations
- k. Remove ingrown toenail
- l. Treat warts with chemo-, cryo- or electro-cautery
- 13. Initiate appropriate management for emergency situations until physician is available
  - a. Severe drug reaction, anaphylaxis
  - b. Shock (cardiogenic, hemorrhagic)
  - c. Laceration/severe
  - d. Fractures/severe
  - e. Internal hemorrhage
  - f. External hemorrhage/severe
  - g. Respiratory impairment/arrest
  - h. Cardiac arrest/life threatening arrhythmia
  - i. Acute myocardial infarction
  - j. Convulsions
  - k. Psychiatric crisis
  - l. Burns (chemical, electrical, thermal) - severe
  - m. Altered states of consciousness
  - n. Insulin shock/hypoglycemia
  - o. Heat exhaustion/stroke
  - p. Drug/chemical ingestion/poisoning
  - q. Traumatic amputation
  - r. Spinal cord injury
  - s. Eye injury - severe
  - t. Head, chest, abdominal injury - severe
  - u. Drowning (near)
  - v. Dehydration/volume depletion
  - w. Precipitous or impending delivery
  - x. Neonatal apnea
  - y. Insert endotracheal tube

E. Patient Education - Provide patient education services, for example:

- 1. Explain patient's condition/disease, its etiology, course and prognosis
- 2. Explain treatment rationale, side effects, risks, and special instructions
- 3. Provide, where appropriate, information necessary for informed consent
- 4. Instruct patients, family and community health related topics, preventive health care and self-care.

F. Patient Counseling and Treatment

1. Identify mental health problems through accepted techniques such as interviewing, observation for behavioral/mood changes, identification of outside factors influencing psychological state and relating physical condition/problems to mental health disorders.
2. Counsel patient concerning non-referral type mental health problems such as anxiety reactions, non-psychotic depression, adjustments to aging, adjustment to chronic disease/terminal illness and psychological influences on physical condition.
3. Initiate pharmacological treatment for uncomplicated mental conditions such as depression and anxiety, using VA recommended guidelines for treatment in primary care.
4. Follow up, medication management and monitoring of patients with chronic mental health conditions that have been stabilized and not requiring specialty mental health interventions.
5. Support and counsel family in dealing with patient's condition.

G. Refer Patients as Necessary - Patients who have medical/psychological problems beyond the Professional Midlevel's professional competence should be referred to appropriate sources of care such as the supervising physician, medical specialists, specialty mental health and community resource agencies.

H. Patient Care Assignments - All categories of patients may be cared for by the Professional Midlevel, including employees, inpatients, outpatients, and patients in extended care facilities and/or nursing homes.

I. Participate in other activities – Professional Midlevel's may participate in administrative, educational, research and other activities as directed by the Medical Center Director, Chief of Staff, Chief of Service, responsible Staff Physician or Director of Telemedicine.

J. Telemedicine Activities –

1. Provides midlevel telemedicine services to multiple service lines including virtual preoperative medicine product lines.
2. Prepares the veteran and telemedicine room with the appropriate equipment and supplies. This task will include providing upkeep and service on telemedicine equipment.
3. Orients veterans and providers to the telemedicine process and equipment and may conduct patient and provider education activities.
4. Assist in virtual airway training to support Out of OR Airway Training requirements for the VA.
5. Learns and maintains competencies necessary for assisting with telemedicine procedures and equipment.
6. Assist with development of competency and equipment training to support the knowledge infrastructure of the telemedicine service.
7. Assists with procedures related to the telemedicine appointment.

8. Properly cares for equipment using guidelines (to include any equipment used in the telemed or specialty care mission).
9. Reports any equipment problems or need to BioMed.
10. Coordinates with Omaha, Lincoln, and Grand Island (or other site) telemedicine coordinators regarding provider and patient scheduling changes and appointments.
11. Communicates technical difficulties to Omaha television services or the IT help desk.
12. Follows up on care to include case management service for the telemedicine service.
13. Prepares the veteran for discharge from telemedicine services ensuring they understand the next step in their care. Assists with the coordination of telemedicine handoff to primary care provider.
14. Assists with home Telehealth coordination and care.
15. Will assist with data collection to measure treatment outcomes and validate telemedicine processes.

### **RESPONSIBILITIES:**

- Provide the above-listed duties within the scope of his/her professional education, clinical, educational and technical abilities in a competent and professional manner.
- Follow medical center policy, rules and regulations.
- Demanding environment. Constantly on the go for the duration of the workday, seeing patients, locating information, taking/making phone calls, computer work.
- The decisions/recommendations made by the PA to the anesthesia provider could have a tremendous impact on the surgical schedule. A pre-op visit usually results in a much more thorough work-up of the patient, and is crucial to the patient's overall safety. Thorough work-ups prevent delays and/or cancellations of surgeries which result in more efficient operating rooms. The referral volume from this clinic is high, resulting in increased business for cardiology and the diagnostic center.

## **TELEHEALTH SOCIAL WORKER/LMHP**

### **GENERAL DESCRIPTION:**

Incumbent is a Social Worker assigned to ambulatory care program within Patient Care Service Line at the Nebraska-Western Iowa Veterans Health Care. The incumbent provides direct social work services to veterans. Significant family members, caregivers, and community representatives who present concerns related to the psychosocial needs. The incumbent actively participates with primary care providers and other members of the multidisciplinary team. The incumbent must use a broad range of social work skills including Telemedicine and direct care. The incumbent is responsible for providing individual, groups and family services as determined by need. The incumbent also provides virtual coverage using the one or all of the same modalities to distant sites via Telemedicine. Consultation with members of the outpatient interdisciplinary team is provided in order to coordinate a collaborative effort to meet the agreed upon goals for the veteran's treatment. The incumbent is expected to collaborate with the veteran, caregiver, significant family members, pertinent community services, agencies, representatives, and resources in order to encourage active participation and access to broad range of services. These services will be delivered either in person or via Telemedicine.

### **QUALIFICATIONS:**

- Citizenship: Citizen of the United States.
- Education: Have a master's degree in Social Work from a school of social work fully accredited by the Council on Social Work (CSWE). Graduates of schools of social work that are in candidacy status do not meet this requirement until the school of social work is fully accredited.
- Be licensed or certified at the Master's level to independently practice social work in a state.
- Licensed Mental Health Practitioner
- You must be proficient in basic written and spoken English in order to perform the duties of this position as required by 38 U.S.C. 7402(d), 7407(d).
- English Language Proficiency: Social Workers must be proficient in spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).
- **Physical Standards.** See VA Directive and Handbook 5019.

### **DUTIES** (may include but not be limited to the following):

- *Screening/Assessment-* The social worker will complete clinically appropriate assessments of the veteran in collaboration with the interdisciplinary treatment team, the veteran family members and significant social supports. The goal of the assessment is to identify needs and formulate realistic goals and action plans. It is the responsibility of the social worker, working within the interdisciplinary treatment team to develop a treatment plan with the veteran based on this assessment. The initial assessment and reevaluation will be complete in a timely manner consistent with the MHC procedures.

- *Treatment Planning Goal Setting-* The social worker is responsible for contributing to the development of the treatment plan and setting achievable treatment goals with the veteran and family/caregiver. The treatment plan will be completed by the patient's third visit to mental health services. The plan will be updated every six months or more frequently if there is a change in the patient's condition or needs.
- *Referral to service providers-* Throughout the course of intervention, the Social Worker is the subject matter expert on VA and/or community resources. The Social Worker will collaborate with other service providers in reassessing the veteran's needs. The Social Worker is responsible for educating the veteran and family members/ caregivers of the available services and assisting them in establishing the appropriate referrals based on the veteran's preference or that of his surrogate decision-maker.
- *Resource Usage/Development-* The Social Worker is responsible for using the current Social Work resource file of VA and community social service programs and enhancing the content to the benefit of veterans. The Social Worker will refer the veterans to needed services.
- *Advocacy-* The Social Worker understands the intimidation of bureaucracy and will act as an advocate when it serves the best interest of the veteran and family member/caregiver. When appropriate and feasible, the Social Worker will educate and encourage the veteran to advocate on his/her own behalf, thus fostering a sense of independence and empowerment.
- *Crisis Intervention-* The Social Worker is experienced in making rapid assessments and developing crisis management plans. The Social Worker has access to multiple resource directories in addition to previously developed resources to meet the demands of a crisis. In the event of a medical or psychiatric emergency, the incumbent will follow the protocol of urgent care.
- *Education/Health Promotion and prevention-* The Social Worker provides education related to VA and community resources, entitlements. Advance Directives/Living Wills and will refer veterans and family members/caregivers to appropriate interdisciplinary team members for identified health education needs.
- *Coordination of non-institutional and institutional services-* The Social Worker will educate the veteran, family member/caregiver regarding long term care eligibility criteria, caregiver supports, and other non-institutional services including respite, adult day care, etc.
- *Supportive counseling-* The Social Worker will provide the veterans and their family member/caregiver with ongoing supportive counseling. The purpose of such counseling is to deal with the psychosocial impact of coping with chronic disabling illness etc.
- *Administrative responsibilities-* The Social Worker will enter all veteran/family contracts in the electronic record using appropriate formats and templates. This information will be entered in a complete, confidential and professional manner to insure information on the patient is shared with other VA staff. The Social Worker will establish and maintain positive

working relationships with employees, volunteers, consumers, and stakeholders within the VA and outside community agencies. The Social Worker will attend all appropriate staff meetings and perform other duties as required. The Social Worker will collaborate in the performance improvement processes and comply with performance measures as required by the VA for their specific population and/or program. The Social Worker will participate in activities that obtain feedback from clients and work to enhance services as needed.

### **CUSTOMER SERVICE:**

- The Social Worker effectively communicates with and utilizes other disciplines (e.g., nursing, physicians psychiatrist, etc.) to facilitate treatment planning and implementation. With few exceptions, the incumbent participates effectively in team meetings, treatment planning conferences, etc. The Social Worker collaborates with multidisciplinary team members in a manner that enhances coordination of comprehensive patient care.
- The Social Worker effectively communicates with utilizes community agencies to facilitate treatment continuity of care. With few exceptions, the incumbent gives evidence of having regular contact and interaction with a variety of community agencies and resources. The Social Worker collaborates with a variety of community agencies and engages in problems resolution activities.
- The employee's relationship with supervisor, co-workers, patients, visitors and the general public is consistently courteous and cooperative nature, and overall contributes to the effective operation of the case management program. Any failure in this area must be limited, minor and have no significant adverse impact on NWI organization. He /she anticipate and avoids potential causes of conflict and actively promotes cooperation among co-workers.

### **COMMUNICATION:**

- Establishes effective and timely methods of communicating pertinent patient findings with other team member and consultants.
- Attends and participates in team meetings, telehealth coordination meeting in order to enhance communication and performance improvement activities.
- Assists with new staff clinic orientation through shared knowledge and clinical expertise.
- Establishes constructive relationships with patients and team members using methods that enhance patient satisfaction.

**ENVIRONMENT OF CARE:**

- Adheres to policies and procedures related to safety and infection control maintains a safe and clean environment.
- Recognizes, reports and acts on any situation that may be potentially dangerous to patients, staff or visitors.
- Shares responsibility for ensuring medical equipment is functional and safe; reports any evidence of issues.
- Implements and monitors OSHA goals for Life Safety Management health and the environment procedures. Reports safety hazards, accidents and injuries. Implements, monitors, and reviews hazardous, materials. Material Safety Data Sheets (MSDS)/waste management, fire protection.
- Implements and monitors Emergency Preparedness plan. Implements and monitors security policies/procedures. Implements and monitors compliance with federal, state and local environmental and other requirements preventing pollution minimizing waste, and conserving
- Cultural and natural resources.

**GROWTH AND DEVELOPMENT:**

- Actively participates in clinic level, service line and NWI educational and performance Improvement activities and committees.
- Identifies own educational needs and accepts responsibility for maintaining clinical competencies and knowledge of current nursing practice.

**SAFETY:**

- Appropriate use of equipment supplies.
- Maintain safe, orderly work areas.
- Report any accident to self, patient, fill out appropriate form.
- Follow Life Safety Management (fire protection) procedures. Reports safety hazard accidents and injuries. Reviews hazardous materials/Material Safety Data Sheets (MSDS)/waste management. Follow Emergency Preparedness plan. Follows security policies/procedures. Complies with federal, state and local environmental and other requirements preventing pollution, minimizing waste and conserving cultural and natural resources.
- Demonstrates infection control practices for disease prevention (i.e. hand washing, universal precautions isolation procedures, including TB requirement precautions).

## **TELEHEALTH PHARMACIST**

**GENERAL DESCRIPTION:** The primary function of the telehealth and clinical pharmacist will be to provide innovative and progressive clinical pharmacy services to the telemedicine and ambulatory care service line providers and patients. This position will be responsible for the administrative and medical management, data acquisition and management, policy development and implementation, care and administrative coordination, report generation and general duties and support related to the delivery of telemedicine. In addition, the position will function as a clinical pharmacist which may include the following mid-level provider responsibilities: patient and provider therapeutic consultations, patient medication therapy monitoring and direct patient medication therapy and disease state management counseling. The position may also function in the outpatient pharmacy as a staff pharmacist to meet patient care needs.

Position Reports To: Director of Telemedicine and Clinical Coordinator, Pharmacy Service

### **QUALIFICATIONS:**

- Graduate of a degree program in pharmacy from an approved college or university. The degree program must have been approved by the American Council on Pharmaceutical Education (ACPE), or prior to the establishment of ACPE, have been a member of the American Association of Colleges of Pharmacy (AACP). Verification of approved degree programs may be obtained from the American Council on Pharmaceutical Education, 311 West Superior Street, Suite 512, Chicago, Illinois 60610-3537 Phone: (312) 664-3575), or through their Web site at: <http://www.acpe-accredit.org/>.
- Graduates of foreign pharmacy degree programs or those who graduated from a U.S.-based non-ACPE accredited degree program meet the educational requirement if their degree is found to be equivalent to degree programs recognized by the ACPE. This finding may be based on any of the following:
- A letter of acceptance into a United States graduate pharmacy program recognized by the ACPE.
- Written certification from the Foreign Pharmacy Graduate Examination Commission, 700 Busse Highway, Park Ridge, IL 60068, Phone (847) 698-6227, that the individual has successfully passed the Foreign Pharmacy Graduate Examination.
- A letter from a United States college or university with a pharmacy degree program recognized by ACPE stating that the individual's pharmacy degree has been evaluated and found to be equivalent to its Bachelor of Pharmacy degree or higher.
- **Licensure.** Full, current and unrestricted license to practice pharmacy in a State, Territory, Commonwealth of the United States (i.e., Puerto Rico), or the District of Columbia. The pharmacist must maintain current registration if this is a requirement for maintaining full, current, and unrestricted licensure.



- Possess ability to type and comprehend/use computers and tele-pharmacy equipment.
- Possess ability to effectively communicate verbally and in writing including in group settings.
- Be appropriately licensed as a pharmacist in any state.
- Be a U.S. citizen.
- English Language Proficiency: Must be proficient in spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).
- Prior experience in telemedicine is desired.
- Prior experience in program development is desired.
- Physical Standards - See VA Directive and Handbook 5019.

**DUTIES/RESPONSIBILITIES** (may include but not be limited to the following):

**Program Coordination**

1. Provides tele-pharmacy services to multiple service lines including virtual preoperative medicine, tele psychiatry, tele urology, tele wound care, and other telemedicine product lines.
2. Learns and maintains competencies necessary for assisting with telemedicine procedures and equipment.
3. Assist with development of competency and equipment training to support the knowledge infrastructure of the telemedicine service.
4. Develops and maintains pertinent clinical pharmacy programs designed to maximize pharmacotherapeutic benefits from patient safety, patient outcome, and cost perspectives.
5. Provide ongoing quality assurance monitoring of clinical and tele-pharmacy programs so problems are identified and necessary improvement implemented to improve therapeutic outcomes, minimize patient risk, and produce maximum patient care efficiencies. Assures that clinical pharmacy programs operate at a satisfactory level of performance and compliance with regulatory bodies.
6. Serves as a member of committees and task forces as assigned. Consults and advises pharmacy leadership on all matters relating to ambulatory care clinical pharmacy, and works closely with them and their staffs to ensure that programs reflect the mission and priorities of the VHA and VA.
7. Effectively utilizes external reviews to improve programs and services.
8. Responsible for establishing and promoting 1) an atmosphere of unity through cooperation and the integration of clinical and administrative roles; 2) a high level of

productivity; 3) patient and staff satisfaction; and 4) strong communication channels between the service lines.

9. Works with pharmacy leadership and staff to identify areas of duplication of efforts and develops solutions to streamline processes, reduce waste, save costs and improve patient care.

#### Clinical

1. Assists with procedures related to the telemedicine appointment.
2. Orients veterans and providers to the tele-pharmacy process and equipment and may conduct patient and provider education activities.
3. Prepares medication reconciliation histories for the assigned patient's permanent medical record in a timely, accurate and professional manner
4. Develops and maintains effective pharmaceutical programs which focus on patient outcomes and budget stewardship. Ensures appropriate utilization of the VHA formulary by health care providers.
5. Supports effective drug usage criteria approved by the national VHA PBM (pharmacy benefits manager), VISN PBM, and/or local Therapeutics Agents Committee (TAC) which help insure quality patient care in a cost-effective manner.
6. Completes (approves/disapproves) Non-Formulary/Restricted Drug Consults when assigned.
7. Actively participates in ensuring that resources dedicated to Clinical Pharmacy activities are used effectively and required workload data is gathered and collected in an accurate and timely manner.
8. Promotes a patient-focused, team-based multi-disciplinary model of pharmaceutical care to promote drug prescribing, medication monitoring and drug laboratory review that assures positive outcomes from medication use. Enhances current pharmacy system to place pharmacists into an environment of direct patient and prescriber contact, where pharmacists also have unrestricted access to clinical information. This system provides exceptional, timely pharmaceutical care services to all medical center patients.
9. Works to develop and maintain a system that aids pharmacists in identifying actual or potential drug-related problems at the front end of the order thereby eliminating duplication of efforts, reducing medication errors and increasing patient satisfaction. Actively participates in the Adverse Drug Reaction (ADR) reporting program.
10. Participates in the provision of pharmaceutical care support services as required including drug distribution, drug information, database management and documentation of interventions.
11. Provides oral and written consultation with other health care professionals regarding drug therapy selection or management (including drug induced problems) in an accurate, timely and professional manner. Designs a therapeutic regimen or plan, based on patient-specific information that includes establishing a therapeutic endpoint, electing an appropriate drug and related therapy, and establishing an appropriate dosage regimen.
12. In cooperation with the primary care physician, initiates alternative drug therapies designed to reduce cost of medications while still ensuring optimal therapeutic response.
13. Under appropriate supervision by a physician and with approved clinical privileges assumes authority to direct therapy, order lab tests as indicated for appropriate patient monitoring as defined within the clinical pharmacists scope of practice.

14. When assigned as a clinical pharmacist provider in Anticoagulation Clinic, evaluates patients and monitors response to chronic anticoagulation. Makes changes in anticoagulation therapy as needed depending on assessment of appropriate laboratory and clinical monitors. As assigned as a clinical pharmacist provider in Lipid Clinic, evaluates patients and monitors response to hypercholesterolemia management. Makes changes in hypercholesterolemia therapy as needed depending on assessment of appropriate laboratory values and clinical monitors. Also recommends patients for referral, when presenting with other medical signs and symptoms, to appropriate clinic. Educates patients on their anticoagulation and hypercholesterolemia treatment with respect to compliance and dietary restrictions, heightening awareness of toxicity and interactions with other medications. Anticoagulation and Lipid Clinic may occur in a group clinic setting and require speaking in front of a large group of patients/providers.
15. Medication profile review and patient education as requested by other health care providers. Medication profile and/or medical records will be reviewed to include the following (but not limited to):
  - a) misuse of medication, i.e., abuse, overuse, or underuse
  - b) inappropriate dose, dose interval, or dosage form
  - c) drug and/or pharmacologic duplication
  - d) adverse drug-drug, drug-lab, or drug-food interactions
  - e) adverse drug reactions/allergic reactions
  - f) inappropriate response
  - g) inappropriate therapeutic regimen
  - h) consideration of organ dysfunction affecting dosing regimen, i.e. renal/hepatic.
  - i) compliance issues
16. When assessing or providing patient care the clinical pharmacist will consider the age of the patient as it relates to ability to understand directions, provide objective self assessment or any other medical milieu appropriate to the overall treatment plan.
17. From a verbal or written patient presentation of signs, symptoms, laboratory tests and diagnoses, recognizes and lists important medical problems, disease states, symptoms or abnormal laboratory values that may necessitate altering the therapeutic regimen or which may be induced by drug therapy.
18. Works to develop, upgrade, and disseminate acceptable criteria for use of formulary and non-formulary medications and other high cost items directed at employing cost effectiveness without compromising the quality of patient care. Dissemination of information may occur in a setting requiring speaking in front of a large group of providers.
19. Maintain Basic Life Support (BLS) or CPR for healthcare provider certification.
20. Designs and coordinates drug utilization evaluations including the collection and compilation of data, preparation of reports, and presentation to the Therapeutic Agents Committee (TAC) as assigned. Documents cost reduction/cost avoidance activities on a periodic basis.
21. Maintains effective interdepartmental relationships by committee membership, active problem resolution skills, and close cooperation with other services in accomplishing the medical center mission and goals.
22. Demonstrate leadership skills establishing teams and processes for new pharmacy initiatives with measurable results.

## Education

1. Participates in self-development activities to maintain and increase professional competence.
2. Assists in the training of pharmacy employees, residents, and Pharm.D. students as assigned including group settings.
3. Collaborates with other clinical pharmacists on pharmacy training and development, to promote the learning experience and improve the performance of pharmacists, pharmacy residents, pharmacy technicians, pharmacy interns and students including group settings.
4. Provides drug information/drug literature evaluation services to providers by utilizing proper references and providing information in an accurate, timely and professional manner.
5. Acts as clinical instructor and preceptor for pharmacy students and residents. Participates in education of students from other allied health professions assigned to pharmacist's clinical area.
6. Educates patients on the proper use and care of their medications through the day-to-day personal interactions with the patients. Documents patient education and counseling in medical record. Patient education may occur in a group clinic setting.
7. Contributes to pharmacy newsletters and other written educational materials as assigned.
8. Participates in Therapeutics Agents Committee (TAC) functions and assignments as required, e.g., ADR monitoring, medication error reporting, Medication Utilization Evaluation activities, drug monographs/reviews, etc. Presenting information to committee as assigned.
9. Attends and actively participates in all clinical pharmacy activities, i.e., staff development, residency conferences, journal club.
10. Participates in the development and implementation of formal and informal drug education/clinical consultation/pharmacy services to medical, surgical, nursing, and pharmacy staff in the form of in-services, orientations, and continuing education programs. This may include small group and large group interactions/presentations.
11. Supervises and trains pharmacy residents and students. Evaluates residents and students based on performance, presentations, and/or examinations. Provides in-services on medication reconciliation to students, residents and professional healthcare staff. Maintains an organized, structured, clinical pharmaceutical care rotation for pharmacy students and residents as assigned.

## Research

1. In cooperation with clinical staff, faculty, and other health professionals collects and analyzes data related to ongoing clinical programs and presents it either at national meetings or publishes it in professionally representative publications as appropriate.
2. Design and/or participate in research studies as appropriate (including drug utilization evaluations).
3. Designs and/or participates in research studies or outcomes research involving drug therapy or clinical pharmacy functions (as assigned).
4. Reports a minimum of one project annually with measurable results to pharmacy leadership. Project may be in collaboration with other pharmacy service team members

or independent. Project may focus on patient outcomes, cost avoidance, patient safety, or other appropriate patient care or pharmacy service topics.

#### Administrative/Supervisory

1. Ensures assigned administrative projects and reports are submitted in a timely fashion.
2. Effectively utilizes the Veterans Integrated Systems Technology Architecture (VISTA), Computerized Patient Record System (CPRS) and Bar Code Medication Administration (BCMA) computer systems and other automated pharmacy equipment and computer software systems in assigned work area.
3. Assists in assuring that the pharmacy program is compliant with all regulatory and accrediting body requirements, i.e., The Joint Commission (TJC), Food and Drug Administration (FDA), American Society of Health-System Pharmacists (ASHP), etc.
4. Serves actively on medical center committees as assigned.
5. Correctly interprets and adheres to all hospital, pharmacy and tele-pharmacy service policies and procedures.
6. Effectively manages and supervises technical support in the areas of clinical responsibilities.

#### Quality Management

1. Participates in the appropriate, effective and safe use of pharmaceuticals by contributing to criteria development, data collection and drug use evaluation and other quality improvement activities as assigned.
2. Properly cares for equipment using guidelines (to include any equipment used in the telemed or specialty care mission).
3. Reports any equipment problems or need to BioMed.
4. Coordinates with Omaha, Lincoln, and Grand Island (or other site) telemedicine coordinators regarding provider and patient scheduling changes and appointments.
5. Communicates technical difficulties to Omaha television services or the IT help desk.
6. Follows up on care to include case management service for the telemedicine service.

#### Dispensing/Drug Distribution

*When assigned to outpatient pharmacy:*

1. The incumbent assures the accuracy of drug dispensing and the compounding of medications based on patient history and medication profile review, good clinical practice, and other pertinent factors. This includes (but is not limited to) data entry into the computer, screening orders for drug-drug and drug-food interactions, dosing errors, allergies, incompatibilities, contraindications, and formulary availability. Discrepancies are reviewed with the provider and resolved. Once satisfied, the pharmacist will (release) send the order forward for filling.
2. Reviews all orders and lab parameters to ensure patient safety on high risk medications to include but not limited to: chemotherapeutic agents, warfarin, insulin, and phenytoin.
3. Documents interventions as necessary in CPRS.
4. Directs the work of pharmacy technicians/support staff during tour of duty. Responsible for ensuring efficient workflow between pharmacists and technicians.

5. Verifies work of pharmacy technicians and/or students, ensuring that no product leaves the pharmacy prior to final verification by a licensed pharmacist. Provides courteous and helpful feedback to support staff when corrections are necessary.
6. Maintains competency of work performed by pharmacy supportive personnel such that pharmacist is competent in the areas of compounding, automation, telephone management, and controlled substances.
7. Dispenses prescriptions/final products in an accurate and timely manner.
8. Dispenses controlled substances with accuracy according to current policy and procedures.
9. Assists in maintaining stock levels by recording shortages on the appropriate list.

#### **CUSTOMER SERVICE:**

- Promote harmonious relationships within the work environment. Assist in the development and implementation of dynamic marketing processes to achieve multidisciplinary participation and support for appropriate medication therapy management. This should be accomplished by communicating in a manner that supports the customer service goals of the department and institution. This may include but is not limited to: representing pharmacy in meetings such as Medicine Staff Meeting, Ambulatory Care Staff Meeting, TAC meeting, and various educational programs.

#### **SAFETY:**

- Monitors work done in all assigned areas of the pharmacy to ensure safe working condition and knowledge/practice of safe work habits. Ensures an environment free of hazard and complies with OSHA, VA and other external standards relating to safety. Ensures an environment that promotes patient safety.

#### **ADP:**

- Knowledgeable in the use of all computer programs used to support pharmacy workload/services, including security and confidentiality issues.

## **TELEHEALTH DIETITIAN**

**GENERAL DESCRIPTION:** The Clinical Dietitian is the medical nutrition expert responsible for independently planning, developing and directing all activities for assigned clients, including those with complex medical and nutritional needs. Provides support of the facility's mission and coordinates nutritional care with other health care providers, the client, the client's family and the community. The increasing complexity and specialization in nutrition requires that the clinical dietitian have expertise in a wide range of disease entities, treatment modalities and drug/nutrient interactions. The main responsibility will be to serve as the Medical Nutrition Therapy (MNT) component of the telehealth treatment team. Certification in Diabetes Education is desirable. This clinical dietitian will provide a wide range of nutrition education for the NWHCS Veterans, and could assist with staff relief in the hospital, Community Living Center (CLC), MOVE! Program, HBPC, and the ambulatory care Medical Nutrition Therapy clinics.

### **QUALIFICATIONS:**

- **Education.** The individual must have earned a minimum of a bachelor's degree from a U.S. regionally accredited college or university, and fulfilled each of the following criteria:
- Completed a didactic program in dietetics accredited by the Commission on Accreditation for Dietetics Education (CADE).
- Completed a CADE accredited supervised practice program.
- Passed a national examination administered by the Commission on Dietetic Registration (CDR), the credentialing branch of the American Dietetic Association (ADA).
- Registration. All applicants must be registered with the Commission on Dietetic Registration, the credentialing branch of the American Dietetic Association (ADA).
- **Strongly Preferred:** Board certification as a Certified Nutrition Support Dietitian.
- **Citizenship.** Citizen of the United States.
- English Language Proficiency: Must be proficient in spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).
- Physical Standards - See VA Directive and Handbook 5019.

### **DUTIES** (may include but not be limited to the following)

- The Clinical Dietitian will be involved in the professional practice of dietetics in accordance with the guidance set forth in Nutrition and Food Service policies and procedures and VA regulations governing the practice of dietetics. The Clinical Dietitian may be scheduled and

assigned to any nutrition practice area, and must possess the required knowledge and skills in order to perform the following functions:

a. Nutritional Care:

1. Conducts a comprehensive nutrition assessment for patients at nutritional risk.
2. Develops and implements an individualized plan for medical nutrition therapy in accordance with patient's medical program goals and objectives. Accurately obtains and interprets medical information pertinent to the patient's nutritional care to determine risk, assess nutritional status and develop individual specialized care plans to simultaneously address several disease processes.
3. Calculates nutritional requirements (calories, protein, carbohydrates, lipids, vitamins, electrolytes, fluid) and necessary diet restrictions or food/drug interactions. Diets that are prescribed are tailored to each individual client's according to physical and metabolic needs and designs the nutritional treatment plan with consideration for psychosocial behavioral, ethnic and cultural factors to obtain desirable outcomes and promote long term adherence to a medical nutritional care plan.
4. May require a therapeutic plan for specialized nutrition support, including enteral and parenteral nutrition for patients with complex medical and nutritional needs. Identifies patients in need of nutrition support and recommends the appropriate mode of nutrition support, including suitable route, formula, and rate of administration. Provides initial and on-going nutritional assessments of patients receiving enteral and/or parenteral nutrition.
5. Utilizes assessment and evaluation techniques that consider age-specific needs as well as cultural, religious, and ethnic concerns.
6. Orders labs, diets and consults per Scope of Practice/Clinical privileges.
7. Evaluates and monitors the effectiveness and outcome of medical nutrition therapy interventions. Evaluates the patient's response to care based on identified, measurable outcomes and reviews the plan as appropriate.
8. Documents nutrition care plan in the patient's medical record, including nutrition assessment data medical nutrition therapy initiated and recommendations, results of nutrition counseling and discharge planning. Documentation supports an interdisciplinary approach and continuity of care.
9. Collaborates with other Telehealth users to optimize the use of Telehealth to support clinical care throughout the VA NWIHCS and the VISN.
10. Familiarity and experience with Telehealth technology including skills in trouble shooting in the use of Telehealth delivery methods of care. Ability to communicate effectively via a variety of communications mediums with a broad range of clinical, administrative, technical, community groups and individuals.

b. Nutrition Education:

1. Assesses educational needs and provides nutrition counseling for individuals and groups, incorporating a learning approach that considers the cultural, religious, education, and medical situation of the patient. Includes information



regarding budgeting, menu planning, food purchasing and preparation, food storage and sanitation.

2. Evaluates achievement of learning objectives by the patient and/or family. Adapts nutrition education materials and counseling techniques to client's level of understanding, which frequently involves simplifying complex dietary restrictions.
3. Provides appropriate follow-up in accordance with patient's treatment goals, referring patients for outpatient counseling, community or home health service as appropriate.
4. Assists in the education of dietetic students and interns. Plans learning experiences, teaches and evaluates performance.
5. Participates in community projects and education as needed/assigned.
6. Documents in the medical record, the education materials provided, the care plan determined by the provider and the client, an assessment of the client's comprehension level to the education given and the expected compliance.
7. Serves on Health Education committees as assigned.

c. Business/Supervisory Functions:

1. Maintains productivity standards and practices, effective time management, and prioritizing of tasks.
2. Maintains accurate record keeping of daily clinical activities, including information for scheduling and billing
3. Manages resources (time, materials, staff) in a cost-effective manner.
4. Assists in developing and revising patient education materials, clinical forms, and protocols.
5. Assists in achieving compliance with regulatory agency standards, including state, federal, and Joint Commission standards.
6. May assign and direct the workload of diet technicians and/or diet clerks.
7. Participates in the orientation and training of new dietitians as necessary.
8. Protects confidentiality of patient information.
9. Completes special projects as assigned.
10. Schedules outpatient clinic appointments using Veterans Health Information Systems and Technology Architecture (VistA) scheduling options. Uses established business rules to schedule appointment for veterans following VHA Directive 2006-055. Uses established business rules to schedule appointments for veterans. This includes clinic visits, consultations and entries into the Electronic Wait List (EWL). Complies with the mandatory training requirements for the outpatient scheduling process.
11. Work is reviewed in terms of meeting desired results through peer review and in terms of patients' progress.

d. Quality Improvement/Research:

1. Supports performance improvement activities by participating in the development of nutritional care indicators, evaluation criteria, collecting

continuous quality improvement data, monitoring outcomes and initiating corrective actions.

2. Participates in planning and developing nutrition-related policies, procedures, and goals.
3. Stays abreast of current research in nutrition related areas. Analyzes and interprets nutrition related research related to patient care.
4. May participate in the design and implementation of clinical research activities in the medical center as the clinical nutrition member.

e. Participation as Member of the Health Care Team:

1. Serves as the nutrition expert on the interdisciplinary treatment team that includes physicians, nurses, and other allied health professionals.
2. Advises interdisciplinary health care team of nutrition recommendations, goals, and efficacy of nutrition therapy. Discusses pertinent findings and interprets nutritional information which will assist the team in developing comprehensive patient treatment plans.
3. Presents seminars, workshops, and lectures to convey current nutrition information on new and changing concepts. This includes the development and participation of in-service education programs directed to members of interdisciplinary teams, Nutrition and Food Service personnel, nursing, and various students, interns, residents, etc.
4. Conducts self in a manner that demonstrates adherence to standards of professional performance.
5. Performs other duties as assigned to meet the needs of the service and patients to include providing support/coverage for vacancies and leave.
6. Determines need for home care to assure continuity of care and completes appropriate referrals to HBPC, Social Work Service, Satellite clinics or other community agencies.
7. Assists in patient discharge planning to ensure provision of appropriate services and equipment for enteral feedings.
8. Assists in the review and revision of the Diet manual, as applicable.
9. Serves as a member of the VAMC inspection team for the state veterans homes and community nursing homes.

f. Professional Development:

1. Maintains dietetic registration and continuing education requirements.
2. Develops and implement an individualized plan for professional growth and development including participation in professional organizations and activities, workshops, seminars, and staff development programs.
3. Participates in departmental and/or interdisciplinary meetings, task forces, and projects.
4. Performs other related duties as required.

g. Customer Service:

1. Meets the needs of the customer while supporting VA missions.

2. Communicates and treats customers in a courteous, tactful and respectful manner.
  3. Provides the customer with consistent information according to established policies and procedures.
  4. Handles conflict and problems in dealing with customers' constructively and appropriately.
  5. Uses knowledge of human behavior to understand motivations and reactions to stress and applies this to promote effective relationships with patients, families, visitors and staff.
- h. Population and Culture-specific Criteria:
1. Includes knowledge of changes associated with aging and principles of growth and development relevant to the adult and geriatric age groups.
  2. Ability to identify age-specific needs and provide the appropriate care based upon the age related factors noted.
- i. Computer Use and Security:
1. Protects printed and electronic files containing sensitive data in accordance with the provisions of all applicable laws, Federal regulations, VA statutes and policy.
  2. Protects data from unauthorized release or from loss, alteration, or unauthorized deletion.
  3. Uses computerized progress reporting system and VISTA to input and access information in the VA NWIHC system.
  4. Uses necessary software including Microsoft Office software to execute daily use of automated functions such as storing, retrieving electronic documents, files, mail, reports, memoranda's, and correspondence.

## **TELEHEALTH SCHEDULER**

The telemedicine scheduler at the proximal site serves as a coordinating telemedicine contact for the veteran receiving telemedicine services. This staff will be responsible for the clerical, administrative and clinical duties related to telemedicine.

This position is under the supervision of the Telehealth Coordinator. This position requires customer service skills and the ability to multi-task in a busy outpatient clinic setting. The telemedicine scheduler will also contribute to the department by assisting with data collection processes.

### **QUALIFICATIONS:**

- Ability to communicate with a wide variety of people, using written and verbal communication skills.
- Knowledge of equipment terminology and use of equipments and devices within the scope of responsibility.
- Citizenship: Citizen of the U.S.
- English Language Proficiency: Must be proficient in spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).
- Physical Standards - See VA Directive and Handbook 5019.

### **DUTIES** (may include but not be limited to the following):

- Prepares veterans for their telemedicine appointments through phone contact with the veteran and by following provider/case manager orders related to the telemedicine appointment.
- Will assist in patient flow, information flow, scheduling, or any task necessary for the telemedicine mission as tasked by the Director of Telemedicine.
- Orients veterans to the telemedicine process and equipment.
- Learns and maintains competencies necessary for assisting with telemedicine procedures and equipment.
- Assists providers with connecting for telemedicine appointment.
- Properly cares for equipment using guidelines (to include any equipment used in the telemedicine or specialty care mission).
- Reports any equipment problems or need to BioMed.
- Coordinates with Omaha, Lincoln, Grand Island (or other site), and all CBOC telemedicine nurses regarding provider and patient scheduling changes and appointments.
- Communicates technical difficulties to Omaha television services or the IT help desk.

- Complies with all safety and security regulations. Uses appropriate personal protective equipment when required.
- Accuracy of work directly impacts facility performance measures and attention to detail and completeness of work is required.
- Ability to work in a complex environment, performing multiple complex tasks and assist in clinic protocol development is required.
- Prior experience in telemedicine is desired.
- Will assist with data collection to measure treatment outcomes and validate telemedicine processes.
- Performs other clinical and administrative duties as assigned specific to the unique workload and staffing demands of the facility.
- Maintains telemedicine scheduler to offer accurate information to the telemedicine nursing staff assuring patient satisfaction.
- Completes Talent Management System (TMS) education modules annually.

## **TELEHEALTH PROGRAM SUPPORT ASSISTANT**

The telemedicine Program Support Assistant (PSA) will be responsible for the clerical duties related to telemedicine. This position is under the supervision of the Telehealth Coordinator. This position requires customer service skills and the ability to multi-task in a busy clinic setting. The telemedicine PSA will also contribute to the department by assisting with data collection processes.

### **QUALIFICATIONS:**

- Ability to communicate with a wide variety of people, using written and verbal communication skills.
- Knowledge of equipment terminology and use of equipments and devices within the scope of responsibility.
- Citizenship: Citizen of the U.S.
- English Language Proficiency: Must be proficient in spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).
- Physical Standards - See VA Directive and Handbook 5019.

### **DUTIES** (may include but not be limited to the following):

- Orients veterans to the telemedicine process and equipment.
- Properly cares for equipment using guidelines (to include any equipment used in the telemedicine or specialty care mission).
- Reports any equipment problems or need to BioMed.
- Communicates technical difficulties to Omaha television services or the IT help desk.
- Complies with all safety and security regulations. Uses appropriate personal protective equipment when required.
- Accuracy of work directly impacts facility performance measures and attention to detail and completeness of work is required.
- Ability to work in a complex environment, performing multiple complex tasks and assist in clinic protocol development is required.
- Prior experience in telemedicine is desired.
- Will assist with data collection to measure treatment outcomes and validate telemedicine processes.
- Performs other clinical and administrative duties as assigned specific to the unique workload and staffing demands of the facility.
- Ability to communicate orally in a compassionate, caring, and understanding manner.
- Ability to plan and organize work, set priorities, and meet deadlines.

- Skill in office automation. This includes knowledge of computer operations such as e-mail, MS Office, Word, excel spreadsheets, and other office equipment, i.e., fax machines and copiers.
- Knowledge of filing procedures and systems, patient confidentiality, and the Privacy Act.

## **TELEHEALTH IT SUPPORT**

The telemedicine IT Support will be responsible for technical duties related to telemedicine. This position is under the supervision of the Telehealth Coordinator. This position requires customer service skills and the ability to multi-task in a busy office setting. The telemedicine IT support will also contribute to the department by developing data collection processes.

### **QUALIFICATIONS:**

- Bachelors Degree preferred.
- Two or more years of experience in an office environment.
- Previous health care experience preferred.
- Excellent customer service and interpersonal skills requiring tact, discretion, and maintaining patient confidentiality.
- Excellent verbal and written communication and ability to develop relationships with people at various levels.
- Ability to solve problems independently and with others.
- Soft ware programming and development.
- Prior experience in IT is desired
- Understand HIPAA requirements
- Ability to work in a flexible environment and complete job duties in a timely manner.
- Work effectively in a team environment.
- Knowledge of equipment terminology and use of equipments and devices within the scope of responsibility.
- Citizenship: Citizen of the U.S.
- English Language Proficiency: Must be proficient in spoken and written English as required by 38 U.S.C. 7402(d), and 7407(d).
- Physical Standards - See VA Directive and Handbook 5019.



**DUTIES** (may include but not be limited to the following):

- Provides a variety of IT customer support services essential to the effective performance of the Telehealth system.
- This work involves the planning and delivery of technical support, including troubleshooting, systems knowledge, and training on help desk information.
- Check/return voicemails.
- Performs multiple tasks simultaneously, exercise good judgment
- Develop and modify the VA's Share Point tele-medicine web site.
- Understand the operations of the VISTA scheduling system, CPRS, and the Telemedicine Scheduler.
- Maintain a working knowledge of the scheduling equipment.
- Working knowledge of how to operate tele-conference equipment.
- Knowledge of how to add and improve information on Share Point to include protocols, customer survey information, information on how to start a new clinic or specialty service, tele-medicine personnel contact information, calculate patient travel saved, coverage map and specialties available at each site, and accomplished encounter statistics.
- Assist in the continual development and monitoring of centralized scheduling system.
- Establish and maintain positive working relationships with employees, consumers, and supervisors.
- Attends and participates in team meetings and tele-health coordination meetings in order to enhance communication and performance improvement activities.
- Adheres to all VA NWIHCS policies and procedures.
- Reports any equipment problems or need to BioMed.
- Communicates technical difficulties to Omaha television services or the IT help desk.
- Complies with all safety and security regulations. Uses appropriate personal protective equipment when required.
- Accuracy of work directly impacts facility performance measures and attention to detail and completeness of work is required.
- Ability to work in a complex environment, performing multiple complex tasks and assist in technical protocol development is required.
- Operates computer systems and/or performs data processing support and service functions requiring knowledge of data processing sequences, procedures, user and/or programming languages, computer requirements, and/or techniques associated with development and design of systems.
- Performs clerical and technical program support work to a variety of technical and/or program specialists in support of the Telehealth program.
- Plans, designs, analyze, acquire, documents, test, or maintains computer systems or software.
- Miscellaneous duties as assigned.